Meredith Public Library
Social Software Policy

Definition of Purpose
The Meredith Public Library uses various online social software services to provide public forums for sharing ideas, opinions, and information about library-related subjects and issues. These forums are intended to create welcoming and inviting online spaces where library users can interact with library staff and other library users while finding useful and entertaining information related to the library's activities and resources. The Meredith Public Library regards online social software in the same way as its other information resources in accordance with its mission of serving the informational, educational, and leisure needs of the Town of Meredith. The topics of discussion will be set by the moderator, and it is expected that comments made will be on topic. Comments that are off-topic, contain sexually explicit or obscene material, contain solicitations, are defamatory or threatening will be removed.

Definition of online social software
Online social software is defined as any website or application which allows users to share information. Social software can include, but is not limited to, blogging, instant messaging, social networking sites, Twitter, wikis, posts to community reviews, and patron ratings of library materials via the library's website.

Parental Controls and Privacy
As with more traditional resources and the Internet, the Library does not act in place of, or in the absence of, a parent/guardian and is not responsible for enforcing any restrictions which a parent/guardian may place on a minor's use of social software applications.

The Library does not collect, maintain, or otherwise use the personal information stored on any third party site in any way other than to communicate library-related information with users on that site, unless granted permission by users for Library contact outside of that specific site. Users may remove themselves at any time from the Library's friends, fans, or follower's lists, or request that the Library remove them. Users should be aware that third party websites have their own privacy policies and should proceed accordingly.

Users are encouraged to protect their privacy by not posting personally identifying information, such as last name, school, age, phone number, or address.

Commenting
Comments, posts, and messages are welcome on the Meredith Public Library social networking sites. While the Library recognizes and respects differences in opinion, all such interactions will be regularly monitored for content and relevancy. All posts which contain any of the following will be removed:

Comments unrelated to the library, its mission, or its activities
Obscene or racist content
Personal attacks, insults, or threatening language
Potentially libelous statements

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Plagiarized or copy-right protected materials
Private personal information published without consent of the individual
Hyperlinks to materials that are not directly related to the discussion topic
Commercial promotions or spam
Photos or other images unrelated to the library, its mission, or its activities

Liability and Participation
The Meredith Public Library assumes no liability regarding any event or interaction that takes place by any participant in any Library-sponsored social networking service, and does not endorse content outside of the pages maintained by the Library and the posts created by Meredith Public Library staff in the course of their work duties. The library reserves the right to use any posts on library social networking sites for use in PR materials. The library will strip any personal information from the comment/post such as last name, school, phone, or e-mail.

Removing Posts & Appeals
The Facebook site will be monitored on a regular basis during normal hours of library operation, via review of the site and/or through email notifications. If a fan/friend posts content that is deemed in violation of the Library's social media policy, the Library will delete the content in violation. The fan/friend whose comment(s) are removed will be sent a private alert message via Facebook informing them that their comment(s) were removed due to violations with the Library social networking policy. The message will restate the policy and direct them to contact the Facebook site administrator for further information/clarification. The message will also explain the consequences of the "three strike policy" for repeat violations.

A fan/friend whose comments are removed for a second violation of the Library Social networking policy will receive a second, similar private alert message, and be notified that upon receiving a third violation of policy, they will be removed as a fan/friend of the Library Facebook page. Upon a third violation and removal of comment(s) the fan/friend will receive a message informing them that they are being removed as a fan/friend and they will be directed to Facebook site administrator for further information/clarification.

A Facebook user who has his or her posting or fan/friend status deleted by the Library staff may appeal deletion, in writing, to the Library Board of Trustees within 30 days after the deletion. The Library Board will affirm or reverse staff's decision to delete a posting within 30 days after receiving the written appeal.

Records Retention
Social networking records are defined as "Transitory Material" (of limited reference value, including general postings and comments, general correspondence, walls, feedback and related records); or as "non-historic" and/or "duplicate" (including press releases, photographs, public service announcements, notices of upcoming events and other related records). Thus such records are not required to be retained after administrative and/or reference value has been served. If Library staff deletes a comment or posting, the Library will retain the deleted material for 30 days or the conclusion of the appeal process, whichever is longer.

Ongoing Use Evaluation

The role and utility of social networking services in relation to the goals and purposes of the Library will be evaluated periodically by the Library staff and Board of Trustees, and may be terminated at any time without notice to subscribers.

By posting a comment you agree to indemnify the Meredith Public Library and its officers and employees from and against all liabilities, judgments, damages, and costs (including attorney's fees) incurred by any of them which arise out of or are related to the content that you post. Library forums and messaging may not be used for commercial purposes.

The Meredith Public Library reserves the right to monitor content before it is posted on all their social sites, and to remove any messages or postings that it deems, in its sole discretion, to be abusive, defamatory, in violation of the copyright, trademark right, or other intellectual property right of any third party, or otherwise inappropriate for the Service. Notwithstanding the foregoing, the Meredith Public Library is not obligated to take any such actions, and will not be responsible or liable for content posted by any subscriber in any forum, message board, or other area within the social networking service.

If you do not agree to these terms, you should not utilize the service as violation of the terms can lead to legal liability.